

Personal Outcomes Stories during COVID: Phase 2 understanding from experience

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What has continued to help keep a focus on what matters for people during the pandemic?

We have focused on creating multiple opportunities for communication for both staff and patients to ensure that everyone feel connected during the pandemic. Clinically we have developed systems that enable patients to access the right treatment at the right time using telephone consultations, virtual and face to face (with appropriate PPE and social distancing measures for patient and staff safety)

For staff and colleagues and other health professionals we have continued to use MS Teams, chat apps and emails to keep in touch. We are encouraged to use the resources for mental health and wellbeing.

Learning and Education has also been achieved through the use of online webinars and conferences so we are able to keep up to date with the latest guidance and evidence related to Covid19.

We developed a public facing website to signpost people to the most up to date self-management advice on topics such as MSK, Diabetes and Personal foot care. The site gave patients and staff the confidence to be able to access suitable treatment where they were unable to attend clinics.

Are there changes that seem to be lasting longer term and are there things that have slid back to old ways of doing things?

The new systems are sustained and we confident that this will continue rather than reverting to 'old way'. The focus is on how we move to a digital approach that improves access and information for patients and staff.

Virtual working is now more efficient than before as patients can be offered support using multiple platforms rather than always face to face. Patients have reported feeling more involved in decision making and appreciate not having to spend time travelling to clinics, look for parking or ask family members to bring them to a clinic base.

In wound care we have developed leaflets for shared care and wound diaries to help chart the healing process. Family members have worked well to support dressing changes and take photos for the virtual clinics.

What difference has this made to people?

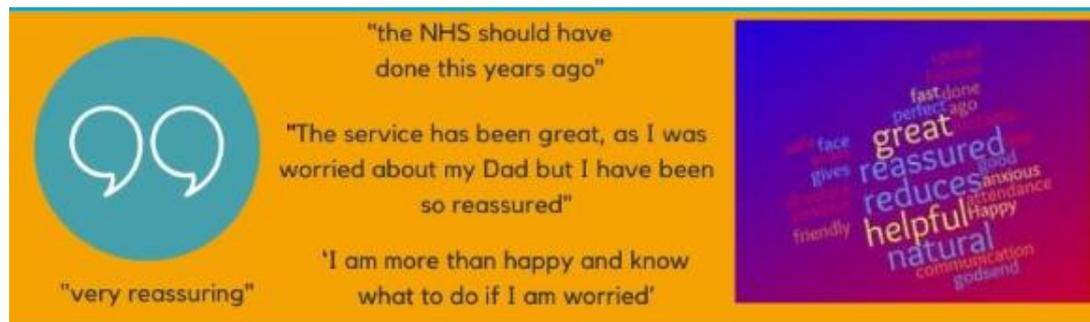
We have sought patient feedback on our virtual clinics at various points throughout Covid 19:



Patients

What were the benefits?

- "Perfect to avoid public transport"
- "Guided step by step and reassurance is given"
- "Given me confidence to do my Dad's dressings"
- "You can stay safe whilst still having visual contact"
- "I am shielding a vulnerable child. This service is critical."



"the NHS should have done this years ago"

"The service has been great, as I was worried about my Dad but I have been so reassured"

"very reassuring"

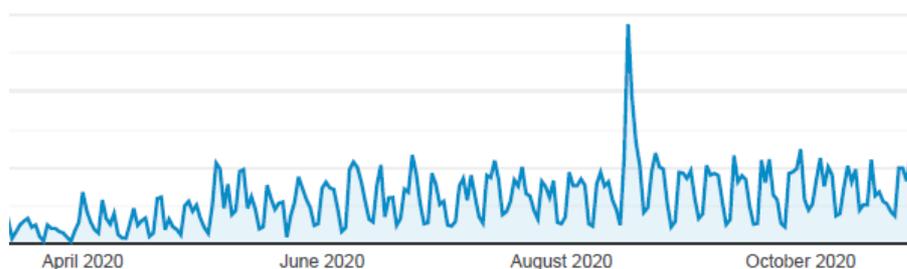
"I am more than happy and know what to do if I am worried"

Word cloud: great, reassured, reduces, helpful, natural, fast, done, perfect, ago, friendly, gives, face, blood, anxious, happy, communication, godsend.

Podiatry staff report feeling more engaged and rewarded in their job role. Staff are also taking the time to appreciate each other more.

Further data show the website has also made a difference to people as a source of information and engagement for patients and is something we will continue to develop.

NHSGGC Podiatry website activity (April 20 -Oct 20)



How did this make you feel?

It has been a good experience to be involved in shaping the future of our service through the use of technology. We have also tried to share our share our experiences and learning widely and as a service we were lucky enough to have an article published which may be of help to other services. <https://www.diabetesonthenet.com/download/resource/8689>

Ultimately technology has provided us with the reassurance that patients can be triaged and managed safely throughout Covid 19.

Reflecting on your experiences what have you learned?

- More knowledge of change, less anxious of IT and have a more open approach to being flexible
- Be less afraid and try new things, focuses on communicating well as this is key email or call for help
- Be adaptive
- Don't make assumptions: People are willing to use TEC, both as a patient and for group education

What difference has it made to you to tell your story as part of this project?

It has helped us to increase awareness of the role of podiatry and how our activity has changed during the pandemic. It has also joined us to a really useful network of people. Connection has been key throughout this experience.